

FORMAL COMPLAINT
ORIGINAL
Cody & Amanda Th
RECEIVED



0000088684

5766 E. Calle de la Palmera
Hereford, Arizona 85615-8962
USA

Cell: (520) 227-5308

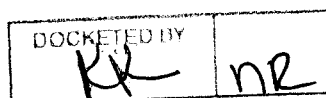
2008 AUG 21 P 2: 05

e-mail : thomsonaz@powerc.net

AZ CORP COMMISSION
DOCKETED
19 August 2008
Arizona Corporation Commission
DOCKETED

William Mundell
Kris Mayes
Mike Gleeson
Jeff Hatch-Miller
Gary Pierce
Arizona Corporation Commission
Commissioner's Wing
1200 West Washington- 2nd Floor
Phoenix, Arizona 85007

AUG 21 2008



W-20454A-08-0490

Dear Commissioners:

I am writing to report various problems I have had with Southern Sunrise Water Corporation, part of Algonquin Water Utility. After attending a recent hearing in June 2008 on a proposed expansion of Algonquin services in the Sierra Vista area, I saw the Arizona Corporation Commission was very receptive to individual's needs to which was much appreciated.

I am in the Arizona Army National Guard and recently participated in my annual training last month which was held in South Dakota this year. Due to circumstances beyond my unit's control, my time was extended there and I did not return back to Arizona until August 08, 2008.

During my time away for annual training, I had my mail held by the post office because my wife is stationed at Fort Richardson, Alaska as she is active duty military, and nobody was at home. Upon my return, I got a disconnect notice from Algonquin that was waiting for me in the mail that needed to be paid and unfortunately for me, I could not call Algonquin as they close at 4:30 p.m. on Fridays and are closed on the weekends. On Saturday morning, August 09, 2008, I drove into Sierra Vista and went to the Post Office to make sure that my payment went out and was in Phoenix by Monday. My payment was received in Phoenix on Monday and my check was cashed on Wednesday. I even paid more than what was due.

On Friday, August 15, 2008 I came home to discover I did not have water in my house. I further inspected the water box only to find my meter had been removed. It just so happened at that time Algonquin was responding to a broken water line on my street

and I went down to talk with the Algonquin representative. I explained I thought someone had stolen my meter but he quickly informed me that he had removed it for non-payment. I told him that I had indeed paid and even had my check stub and verification from my bank online that it had been cashed. He said that he couldn't help me because he only does what the Phoenix office tells him to.

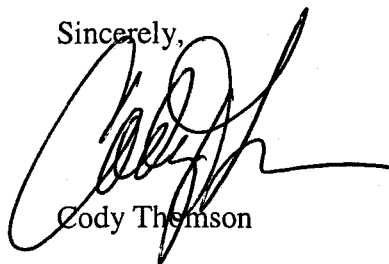
I was without water for the entire weekend and felt like I was being held hostage by Algonquin even though I had paid my bill. On Monday morning, August 18, 2008 I called Algonquin in Phoenix and explained my situation to them and said that I had sent them payment right away after returning from my annual training with the National Guard, and being unable to make a payment by phone because their office was closed. I was told that my water was disconnected because I did not pay a \$40.00 disconnect fee. I explained on the phone that my water was not disconnected and did not believe I had to pay a disconnect fee when nothing was disconnected. She further told me that not only would I have to pay \$40.00, but an additional \$100.00 for a security deposit and that "I may get it back after 12 months if we think you are a good customer."

I had no choice but to pay the \$140.00 to get my water turned off, which had been off for three days. I feel violated in every sense by Algonquin as I was completely at their mercy to have running water in my house. I am now without \$140.00.

I am asking the Arizona Corporation Commission to please look into this matter and assist me in getting my disconnect fee and security deposit back. I would also ask the Corporation Commission to please deny any further attempts by Algonquin to expand in my area (Hereford) so as to prevent further customers from being taken advantage of by Algonquin.

Please find enclosed a copy of my orders and my wife's to substantiate my claims as well as a copy of the bill and check stub that was used for payment. I have also filed out an Arizona Corporation Commission Consumer and/or Complaint form to accompany my letter and documents. Finally, I have copied this letter and documentation to the Arizona Attorney General's Office to investigate any possible wrongdoing by Algonquin Water Utility. Feel free to contact me at (520) 803-3120, (520) 227-5308 or (520) 234-0472. Thank you very much for your time and concern.

Sincerely,

A handwritten signature in black ink, appearing to read "Cody Thomson", written over a horizontal line.

Cody Thomson

Encl. (3)

- Orders, Thomson, Cody
- Orders, Thomson, Amanda
- Algonquin Statement and Check Stub

Cc:

- Arizona Attorney General, 400 West Congress, South Bldg, Suite, 315
Tucson, Arizona 85701-1367
- Southern Sunrise Water Corp., 12725 W. Indian School Rd., Suite D101
- Algonquin Water, 2845 Bristol Circle, Oakville, Ontario, L6H 7H7 Canada

Arizona Corporation Commission Consumer Inquiry and/or Complaint Form

*This form may be completed electronically, printed and mailed to:
Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington St.
Phoenix, Arizona 85007*

Step 1

Before submitting a complaint to the ACC please visit this [link](#) to determine if the Commission regulates this service. If the company is regulated, please contact the company first. If you have already contacted your utility and are not satisfied with its response, please fill out this form and return the address above.

Step 2

YOUR NAME THOMSON, CODY LAUERENCE	DATE 8/19/08
ADDRESS, CITY, STATE AND ZIP 5766 E CALLE DE LA PALMERA HEREFORD AZ 85615	PHONE (HOME) (520) 227-5308
NAME THAT APPEARS ON THE BILL CODY & AMANDA THOMSON	ALTERNATE PHONE (DAYTIME) (520) 803-3120
NAME OF THE UTILITY COMPANY ALGONQUIN, SOUTHERN SUNRISE WATER CORP	ACCOUNT NUMBER [REDACTED]
E-MAIL ADDRESS cody.thomson@us.army.mil	CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input checked="checked" type="checkbox"/>

Step 3

PLEASE SUMMARIZE YOUR COMPLAINT OR INQUIRY: I had my water meter removed and water service turned off in spite of my bill being paid and was forced to pay out \$140.00 to have my water meter reconnected. I am requesting a refund of \$140.00. Please see accompanying letter for further information.
--

Step 4

Please include copies of any documentation, such as bills, that our office would need to provide a response.



Southern Sunrise Water Corp

An Algonquin Water Utility
12725 W Indian School Rd. D101
Avondale, AZ 85392

BUSINESS HOURS M-F 7:30 am - 4:30 pm
FOR QUESTIONS REGARDING YOUR BILL CALL (866)681-4506
FOR EMERGENCIES (After Hours) CALL (520)459-9425



*****AUTO**5-DIGIT 85615 3-101

Cody & Amanda Thomson
5766 E CALLE DE LA PALMERA
HEREFORD AZ 85615-8962

DISCONNECT NOTICE

ACCOUNT INFORMATION

Account Number:	
Statement #:	13106
Bill Date:	07/28/2008
Due Date:	08/07/2008
Total Amount Due:	\$82.25

Service Address:

5766 E Calle De La Palmera

SPECIAL MESSAGE

Total balance due must be received by
08/07/2008 to avoid termination of service.

NO OTHER NOTICE WILL BE GIVEN

ACCOUNT ACTIVITY

Previous Balance	77.64
Payment - Thank you!	-38.04
Charge for delinquent bill	0.57
Charge for delinquent bill	0.59
Minimum Charge	31.00
Commodity Water Charge 4000.00 Gal @ 0.20000	8.00
ADEQ	0.03
ACC Tax	0.08
Arizona State Sales Tax	2.38
Total Amount Due	\$82.25

Please see enclosed
notice with specific
Delinquency Information

SERVICE TYPE	SERVICE DATES	METER NUMBER	CURRENT READ	PREVIOUS READ	UNITS	CHARGE
5/8 X 3/4 Inch Residential Met	06/23/2008 - 07/21/2008	68043326	13663	1 9663	4000	39.03

KEEP THIS PORTION FOR YOUR RECORDS

Cody & Amanda Thomson
5766 E. Calle de la Palmera
Hereford, Arizona 85615-8962
USA

2841

7 Aug 08 83-831/1011

Southern Sunrise Water Corp

Eighty-five Dollars, 00/100

ARMED FORCES, N.A.
BUILDING 52035
FORT HUACHUCA, AZ 85670

2841

NOT NEGOTIABLE

Order Detail

JOINT FORCE HEADQUARTERS - ARIZONA
Office of the Adjutant General
5636 East McDowell Road
Phoenix, Arizona 85008-3495

ORDERS 171-203

19 June 2008

THOMSON CODY L [REDACTED] MSG 2/215TH REG TNG INSTITUTE
(8F3A2-0YF) 5636 E MCDOWELL RD PHOENIX AZ 85008

You are ordered to annual training (AT) for the period shown. Upon completion of the period of annual training you will return to place where entered on annual training and are released from such duty.

Period (TDY) : 11 July 2008 -- 26 July 2008

Report to: Ft. Meade, South Dakota

Reporting time/date: NLT 0700hrs, 11 JUL 2008

Purpose: OCS- PHI

Additional instructions:

- (a) Traveler does not have a Government Travel Card and must use the Centrally Billed Account to purchase transportation tickets.
- (b) Traveler will complete and submit a travel voucher, allowing for the review process, to USFPO-AZ, AZAA-PFC-FV, within 5 working days after the completion of travel.
- (c) Government transportation request directed.
- (d) Duty is performed under field conditions.
- (e) Individual is not eligible for a government travel charge card. Travel advance is authorized.
- (f) Government mess provided at no cost to soldier.
- (g) Government quarters are available and directed. Statement of non-availability required if Government quarters are not utilized.
- (h) Shipment of excess baggage is authorized IAW JFTR U3605 or JTR C2302 and is approved by the order-issuing official.

FOR ARMY USE

Auth: TITLE 32 USC SUBSEC 502

HOR: 5766 E CALLE DE LA PALMERA HEREFORD AZ85607

APC DJMS-RC: A3E111 TDC 111 Year-Round AT

APC STANTFINS Pay: CAF5 APC STANTFINS Travel: CAF5

Acct clas:

Enl pay/alw: 2182060 18-1002 P1A31.0200-1198/1199/1210/1250 S02059 AY0 8F3A2

Enl tvl/pd: 2182060 18-1002 P1A31.0200-21T2/21T1 S02059 AY0 8F3A2

SRN: TH073491712030 JON/CCC: CAF545/45CAF5 Cost Estimate: \$ [REDACTED]

PEBD: 030809

Federal WE: M00

State tax code: AZ

Marital status / Number of dependents [REDACTED]

11

ORDERS 171-203 HQ AZ NG, OTAG, 19 June 2008

Type of incentive pay: NONE

Type of special pay: NONE

Scty cl: NONE

Format: 296

FOR THE ADJUTANT GENERAL:

////////////////////////////////////
\\ HQ, AZARNG //
\\ OFFICIAL //
////////////////////////////////////

FROM : CSMS

FAX NO. : 6022672305

Jul. 03 2008 12:57PM P2

Order Detail

Page 2 of 2

DISTRIBUTION:

1-TAG/NGB, 1-PFO/TS, 1-INDIV
1-EA HQ, 1-EA UNIT, 1-TAG
1-DUTYSTA, 1-PM

JEFFREY S. TIPTON

LTC, FA, AZARNG

Acting Deputy Chief of Staff, G-1

DEPARTMENT OF THE ARMY
UNITED STATES ARMY INTELLIGENCE CENTER AND FORT HUACHUCA
FORT HUACHUCA, ARIZONA 85613-6000

ORDERS 207-00005

26 JULY 2005

THOMSON AMANDA LOIS [REDACTED] SGT 0504 SC BN HHD (WCEUAA) FORT HUACHUCA, AZ 85613

FOLLOWING ORDER IS AMENDED AS INDICATED.

SO MUCH OF: ORDERS 200-00006 U.S. ARMY INTELLIGENCE CENTER AND FORT HUACHUCA
FORT HUACHUCA, AZ 85613 19 JULY 2005

PERTAINING TO: REASSIGNMENT OF:

THOMSON AMANDA LOIS [REDACTED] SGT 0504 SC BN HHD (WCEUAA) FORT HUACHUCA,
AZ 85613


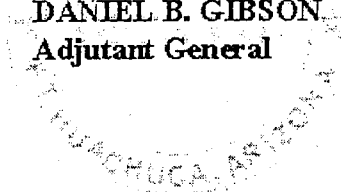
AS READS: SNL: THOMAS AMANDA LOIS [REDACTED] SGT 0504 SC BN HHD (WCEUAA) FORT
HUACHUCA, AZ 85613

HOW CHANGED: AMENDED TO READ: SNL: THOMSON AMANDA LOIS [REDACTED] SGT 0504 SC
BN HHD (WCEUAA) FORT HUACHUCA, AZ 85613

AUTHORITY: NOT APPLICABLE

FORMAT: 700

FOR THE COMMANDER:


DANIEL B. GIBSON
Adjutant General


DISTRIBUTION:

ATZS-AGD (1)

ATZS-AGM (1)

ATZS-AGS (1)

ATZS-AGS-P (1)

SGT THOMSON AMANDA LOIS (10)

CDR, 0504 SC BN HHD (1)

CDR, USAG ALASKA FT RICHARDSON, AK 99505 (1)

DEPARTMENT OF THE ARMY
UNITED STATES ARMY INTELLIGENCE CENTER AND FORT HUACHUCA
FORT HUACHUCA, ARIZONA 85613-6000

ORDERS 200-00006

19 JULY 2005

THOMAS AMANDA LOIS [REDACTED] SGT 0504 SC BN HHD (WCEUAA) FORT HUACHUCA, AZ
85613

YOU WILL PROCEED ON PERMANENT CHANGE OF STATION AS SHOWN. INFORMATION
CONCERNING YOUR PORTCALL WILL BE RECEIVED SEPARATELY.

ASSIGNED TO: USAG ALASKA (W4UJAA) FT RICHARDSON, AK 99505

REPORTING DATE: 01 SEPTEMBER 2005

ADDITIONAL INSTRUCTIONS:

- (A) SPECIAL INSTRUCTIONS: FAMILY MEMBERS: YES.
- (B) YOU WILL SUBMIT A TRAVEL VOUCHER FOR THIS TRAVEL TO THE DEFENSE ACCOUNTING OFFICE WITHIN FIVE DAYS AFTER COMPLETION OF TRAVEL.
- (C) YOU ARE AUTHORIZED TO FLY BY AIR MOBILITY COMMAND (AMC) OR BY A U.S. FLAG COMMERCIAL CARRIER ENROUTE TO YOUR NEW DUTY STATION AT PERSONAL EXPENSE. OFFICIAL TRAVEL ARRANGEMENTS PURCHASED THROUGH A COMMERCIAL TRAVEL OFFICE (TRAVEL AGENCY) NOT UNDER CONTRACT WITH THE GOVERNMENT WILL BE LIMITED TO REIMBURSEMENT IN THE AMOUNT THE GOVERNMENT WOULD HAVE PAID THROUGH A CTO. YOU WILL NOT ARRIVE ON FRIDAY THROUGH SUNDAY OR HOLIDAYS.
- (D) YOU ARE AUTHORIZED TWO PIECES OF CHECKED AIR BAGGAGE, EACH PIECE NOT TO EXCEED 62 LINEAR INCHES OR 70 POUNDS. ONE PIECE OF MILITARY ISSUE BAGGAGE MAY EXCEED THE SIZE LIMITATION. A THIRD PIECE NOT TO EXCEED 45 LINEAR INCHES MAY BE HANDCARRIED ABOARD THE AIRCRAFT. ALL HANDCARRIED BAGGAGE MUST FIT UNDER THE SEAT.
- (E) YOU ARE REQUIRED TO REPORT TO THE FAMILY HOUSING OFFICE/ HOUSING REFERRAL OFFICE SERVING YOUR NEW DUTY STATION BEFORE YOU MAKE HOUSING ARRANGEMENTS FOR RENTING, LEASING, OR PURCHASING ANY OFF-POST HOUSING.
- (F) PRIOR TO DEPARTURE TO OVERSEAS COMMAND, SOLDIERS WILL ENSURE THAT THEY HAVE A CURRENT (NO MORE THAN SIX MONTHS OLD) AIDS TEST RESULTS.
- (G) YOU ARE RESPONSIBLE FOR REPORTING TO YOUR NEXT DUTY STATION/SCHOOL IN SATISFACTORY PHYSICAL CONDITION, ABLE TO PASS THE ARMY PHYSICAL FITNESS TEST (APFT), AND MEET WEIGHT STANDARDS IAW AR 600-9.
- (H) IN THE EVENT YOU NEED EMERGENCY ASSISTANCE (LEAVE EXTENSION, CHANGE IN PORT CALL, FAMILY TRAVEL PROBLEMS, ETC) YOU SHOULD CONTACT THE ARMY TRAVELERS' ASSISTANCE CENTER AT (800) 582-5552. DO NOT CONTACT YOUR LOSING OR GAINING UNIT.
- (I) THE INDIVIDUAL POSSESSING THESE ORDERS HAS RECEIVED THE MANDATORY AT/FP LEVEL I TRAINING AND APPROPRIATE THREAT BRIEFING FOR AREA OF TRAVEL IAW DOD INSTRUCTION 2000.16.
- (J) YOU WILL REPORT TO PORTCALL SECTION WITHIN FIVE WORKING DAYS OF RECEIPT OF ORDERS.
- (K) ALTERNATE PORTCALL IS AUTHORIZED FOR PERSONAL CONVENIENCE; HOWEVER, REIMBURSEMENT WILL BE LIMITED FROM FT HUACHUCA, AZ TO SEATTLE, WA.
- (L) YOU HAVE ELECTED TO SERVE AN "UNACCOMPANIED" TOUR.
- (M) YOU ARE AUTHORIZED TO RELOCATE YOUR FAMILY MEMBERS AND HOUSEHOLD GOODS TO A DESIGNATED LOCATION IN THE CONTINENTAL UNITED STATES AT GOVERNMENT EXPENSE.
- (N) YOU WILL BE AUTHORIZED PERMANENT CHANGE OF STATION ALLOWANCES IF YOU ASSIST IN THE MOVEMENT OF FAMILY MEMBERS OR HOUSEHOLD GOODS TO A DESIGNATED LOCATION IN THE CONTINENTAL UNITED STATES.
TRANSPORTATION OFFICE OF YOUR NEW DUTY STATION IMMEDIATELY AFTER ARRIVAL TO ARRANGE FOR DELIVERY.
- (O) YOU ARE AUTHORIZED TO SHIP YOUR OWN UNLOADED PERSONAL FIREARMS OUTSIDE THE CONTINENTAL UNITED STATES, NOT FOR RESALE.
- (P) IF YOU PLAN TO SHIP PERSONAL PROPERTY AT GOVERNMENT EXPENSE, CONTACT YOUR LOCAL TRANSPORTATION OFFICE TO ARRANGE FOR SHIPMENT, AND CONTACT THE

19 JULY 2005

(Q) SOLDIERS PCSING TO ALASKA ARE AUTHORIZED TO TAKE 2 POVS BY THE FOLLOWING MEANS: (1) SHIP ONE, DRIVE ONE (2) DRIVE TWO. YOU ARE AUTHORIZED TO TRAVEL IN THE DIRECTION OF THE OVERSEAS ASSIGNMENT AND TO BE PORTCALLED AT THE NEAREST AERIAL PORT OF EMBARKATION FROM THE POINT WHERE THE PRIVATELY OWNED VEHICLE IS TURNED IN FOR SHIPMENT. OPPOSITE DIRECTION OF TRAVEL MAY RESULT IN EXCESS COST TO THE TRAVELER, WHICH MUST BE PREPAID.

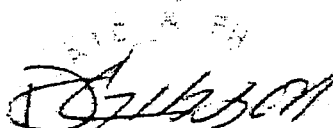
(R) POV TVL VIA THE ALASKA MARINE HWY OR THE ALASKAN/ CANADIAN (ALCAN) HWY IS APPROVED. YOU MUST HAVE A MINIMUM OF \$500 CASH TO CROSS THE CANADIAN BORDER. NATIONALLY RECOGNIZED CREDIT CARDS WILL BE CONSIDERED EQUIVALENT TO \$100 CASH. INSURANCE COVERAGE REQUIRED FOR TVL THRU CANADA IS \$200,000 MIN VEHICLE BODILY INJURY AND PROPERTY DAMAGE LIABILITY. DURING THE MONTHS OCT THRU APR, VEHICLE MUST BE WINTERIZED TO 60 DEGREES BELOW ZERO. TEMPS OF 40-50 DEGREES BELOW ZERO ARE COMMON DURING THE WINTER MONTHS. YOU ARE STRONGLY ENCOURAGED TO CARRY SNOW TIRES, CHAINS, AND COLD WEATHER GEAR; SUCH AS BLANKETS, SLEEPING BAGS, FOOD, SHOVELS, ETC. HANDGUNS ARE NOT AUTHORIZED FOR TRANSPORT THRU CANADA BY POV. PROOF OF CITIZENSHIP FOR ALL POV OCCUPANTS IS REQUIRED IN THE FORM OF PASSPORTS OR BIRTH CERTIFICATES. QUESTIONS ON TVL THRU CANADA MAY BE DIRECTED TO THE WHITE HORSE, CANADIAN CUSTOMS OFFICE AT (403) 667-6472. REIMBURSEMENT WILL NOT COVER THE FULL COST OF TRANSPORT IF TRVLG BY THE ALASKA MARINE HWY (FERRY). MAKE RESERVATIONS WITH THE ALASKA MARINE HWY OFFICE, ALASKA MARINE HWY, P.O. BOX R, JUNEAU, AK 99811, OR CALL 1-800-642-0066 OR (907) 465-3941. RESERVATIONS MUST BE MADE AT LEAST ONE TO TWO MONTHS IN ADVANCE. THE FERRY ONLY GOES AS FAR AS HAINES, AK AND YOU WILL HAVE APPROX TWO MORE DAYS TVL BY POV TO REACH YOUR DUTY STATION. SOLDIERS ELECTING TO TVL WITH PETS MUST ENSURE THAT HEALTH CERTIFICATES ARE WITHIN 30 DAYS AND ALL VACCINATIONS ARE CURRENT. NO PETS ARE ALLOWED IN TRANS QTRS. LIMIT OF TWO PETS PER HOUSEHOLD. TLA WILL NOT BE PAID WHEN GOVT QTRS ARE NOT ACCEPTED AS A CONSEQUENCE OF THIS POLICY.

FOR ARMY USE:

AUTH: NA
MDC: 4AE5
ENL/REENLB INDIC: NA
PPD: NA
PROJ SPECIALTY: NA
PMOS/AOC: 56M2OYYZZ
AVAL DATE: 22 AUGUST 2005
FORMAT: 410

PERS CON NO: 3U2005080071
ASGD TO MGT DSG: 56M2OYYZZ
CON SPECIALTY: NA
CIC: 251A63/64
PERS SCTY CODE: Y

FOR THE COMMANDER:


DANIEL B. GIBSON
Adjutant General

DISTRIBUTION:

ATZS-AGD (1)
ATZS-AGM (1)
ATZS-AGS (1)
ATZS-AGS-P (1)
SGT THOMAS AMANDA LOIS (25)
CDR 0504 SC BN HHD (1)
CDR, USAG ALASKA FT RICHARDSON, AK 99505 (1)